

	Type	Hits	Search Text	DBs
1	BRS	75	(server or servers) and (agent or agents or operator or operators) and (call or calls) and (failure or failures or fail or fails or disconnections or disconnection) and (subscriber or caller or party or user or customer) and (caller or calling or destination or location) and available with (agent or agents or operator or operators) and ACD and (station or stations) and (request or requesting or requests or requested)	USPAT
2	BRS	60	(server or servers) and (agent or agents or operator or operators) and (call or calls) and (failure or failures or fail or fails or disconnections or disconnection) and (subscriber or caller or party or user or customer) and (caller or calling or destination or location) and available with (agent or agents or operator or operators) and ACD and (station or stations) and (request or requesting or requests or requested) and answer	USPAT
3	BRS	31	(server or servers) and (agent or agents or operator or operators) and (call or calls) and (failure or failures or fail or fails or disconnections or disconnection) and (subscriber or caller or party or user or customer) and (caller or calling or destination or location) and available with (agent or agents or operator or operators) and ACD and (station or stations) and (request or requesting or requests or requested) and answer and (manual or manually) and (automatically or automatic) and database	USPAT

Handwritten signature and date: 05/01/02

	Type	Hits	Search Text	DBs
4	BRS	21	(server or servers) and (agent or agents or operator or operators) and (call or calls) and (failure or failures or fail or fails or disconnections or disconnection) and (subscriber or caller or party or user or customer) and (caller or calling or destination or location) and available with (agent or agents or operator or operators) and ACD and (station or stations) and (request or requesting or requests or requested) and answer and (manual or manually) and (automatically or automatic) and database and networks	USPAT
5	BRS	11	(server or servers) and (agent or agents or operator or operators) and (call or calls) and (failure or failures or fail or fails or disconnections or disconnection) and (subscriber or caller or party or user or customer) and (caller or calling or destination or location) and available with (agent or agents or operator or operators) and ACD and (station or stations) and (request or requesting or requests or requested) and answer and (manual or manually) and (automatically or automatic) and database and networks and servers	USPAT

	Type	Hits	Search Text	DBs
6	BRS	10	(server or servers) and (agent or agents or operator or operators) and (call or calls) and (failure or failures or fail or fails or disconnections or disconnection) and (subscriber or caller or party or user or customer) and (caller or calling or destination or location) and available with (agent or agents or operator or operators) and ACD and (station or stations) and (request or requesting or requests or requested) and answer and (manual or manually) and (automatically or automatic) and database and networks and servers and (traffic or congestion or congested)	USPAT